

# **AGENCY STRATEGIC PLAN**

**FOR THE FISCAL YEARS**

**2003 - 2007**



**DEPARTMENT OF FINANCE AND ADMINISTRATION  
DIVISION OF REVENUE  
OFFICE OF CHILD SUPPORT ENFORCEMENT**

**FUNCTIONAL AREA: CONSTITUTIONAL & ADMINISTRATIVE**

# **AGENCY STRATEGIC PLAN APPROVAL FORM**

**FOR THE FISCAL YEARS**

**2003 - 2007**

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**Richard Weiss**  
**Director**

## TABLE OF CONTENTS

<b>AGENCY:</b> DFA – Division of Revenue - Office of Child Support Enforcement	
MISSION .....	Page 1
GOALS .....	Page 1
 <b>PROGRAM:</b> Administration and Support Services	
DEFINITION .....	Page 2
GOALS, OBJECTIVES, STRATEGIES .....	Page 2
PERFORMANCE MEASURES .....	Page 6
 <b>PROGRAM:</b> Child Support Enforcement Services	
DEFINITION .....	Page 4
GOALS, OBJECTIVES, STRATEGIES .....	Page 4
PERFORMANCE MEASURES .....	Page 7

# STRATEGIC PLAN

<b>Agency Name</b>	Department of Finance and Administration – Division of Revenue - Office of Child Support Enforcement (OCSE)
<b>Agency Mission Statement:</b>  The Office of Child Support Enforcement will assure assistance is available to all citizens in obtaining child support.	

## **AGENCY GOAL 1:**

The Office of Child Support Enforcement will provide administrative and support services efficiently and responsively in order to assure that the delivery of child support services is maximized to the extent possible.

## **AGENCY GOAL 2:**

The Office of Child Support Enforcement will assure that assistance in obtaining child support services, both financial and medical, is available to all citizens on the behalf of a child and is provided in an effective and timely manner.

# STRATEGIC PLAN

<b>Agency Name</b>		Department of Finance and Administration – Division of Revenue - Office of Child Support Enforcement (OCSE)
<b>Program</b>		Administration and Support Services
<b>Program Authorization</b>		Title IV-D of the Social Security Act and A.C.A. §9-14-206 - 210
<b>Program Definition:</b>  <b>Funds-Center Code: (____)</b>		The Administration and Support Services Program is a federal/state effort responsible for administering the State Plan for the support and delivery of child support services. Administrative and support services provided include issuance of program policy, quality review of program offices, accounting functions, staff development and training, customer service, budget preparation, federal reporting, purchasing, mailing, information systems development and processing functions, legal counsel, hearings and appeals, state and federal tax intercept functions, license suspension, financial institution data match and paternity acknowledgement.
<b>AGENCY GOAL #</b>	<b>1</b>	
<b>Anticipated Funding Sources for the Program:</b>		Federal Funds (66%), State Central Services, Fees, Federal Incentive Payments and State Share of TANF Collections (34%)

## PROGRAM GOAL 1: (Sub-Funds Center Code: \_\_\_\_\_)

To ensure administrative and support services are operated in an efficient and responsive manner.

### OBJECTIVE 1: (Sub-Funds Center Code: \_\_\_\_\_)

Provide sufficient and effective administrative and centralized program support services to staff engaged in the delivery of child support services.

### STRATEGY 1: (Sub-Funds Center Code: \_\_\_\_\_)

Administer executive and fiscal support, as well as program service support such as license revocation, financial institution liens and seizures, tax intercept services, federal parent locate, new hire directory, central registry of orders, paternity acknowledgements, centralized customer service, quality assurance and other functions as necessary to monitor and support field staff in the delivery of child support services to customers.

# STRATEGIC PLAN

## **OBJECTIVE 2 (Sub-Funds Center Code: \_\_\_\_\_)**

Maintain, and modify as necessary, the Arkansas Child Support Tracking System to effectively manage the child support caseload and pursuing information.

### **STRATEGY 1 (Sub-Funds Center Code: \_\_\_\_\_)**

Maintain an effective automated child support information management system in compliance with existing state and federal law. Modify the system as necessary to maximize the effective and efficient delivery of child support services and information to customers.

## STRATEGIC PLAN

<b>Agency Name</b>		Department of Finance and Administration – Division of Revenue - Office of Child Support Enforcement (OCSE)
<b>Program</b>		Child Support Enforcement Services
<b>Program Authorization</b>		Title IV-D of the Social Security Act and A.C.A. §9-14-206 - 210
<b>Program Definition:</b>		<p>The Child Support Enforcement Program is a federal/state effort to collect child support from non-custodial parents. OCSE establishes and enforces orders to collect child support. The agency determines on a case-by-case basis which of the following services will be utilized:</p> <ul style="list-style-type: none"> <li>• Locating the Non-custodial Parent</li> <li>• Establishing Paternity</li> <li>• Establishing, Modifying and Terminating Support/Medical Obligations</li> <li>• Collecting and Disbursing Support Obligations</li> <li>• Enforcing Delinquent Child Support Obligations</li> </ul>
<b>Funds-Center Code: (____)</b>		
<b>AGENCY GOAL #</b>	<b>2</b>	
<b>Anticipated Funding Sources for the Program:</b>		Federal Funds (66%), State Central Services, Fees, Federal Incentive Payments and State Share of TANF Collections (34%)

### GOAL 1: (Sub-Funds Center Code: \_\_\_\_\_)

To ensure children receive the financial and medical support to which they are entitled.

#### OBJECTIVE 1: (Sub-Funds Center Code: \_\_\_\_\_)

Ensure that children in Title IV-D cases receive financial and medical support from parents as ordered.

#### STRATEGY 1: (Sub-Funds Center Code \_\_\_\_\_)

Administer child support enforcement for the State of Arkansas through locating the non-custodial parent, establishing paternity, establishing, modifying and terminating support/medical obligations, and enforcing payment of delinquent child support obligations.

# STRATEGIC PLAN

## **OBJECTIVE 2: (Sub-Funds Center Code: \_\_\_\_\_)**

Ensure that collections received and disbursed by the State Disbursement Unit for both Title IV-D and non-Title I-VD wage assigned cases are processed efficiently and effectively.

### **STRATEGY 1: (Sub-Funds Center Code: (\_\_\_\_))**

Collect, record and disburse child support payments received at the State Disbursement Unit in an efficient and timely manner in compliance with federal regulation.



# STRATEGIC PLAN

## PHASE I AGENCY REQUIREMENT

<b>Agency Name</b>	Department of Finance and Administration – Division of Revenue – Office of Child Support Enforcement
<b>Program</b>	Administration and Support Services

### PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

DESCRIPTION	METHODS AND SOURCES USED OBTAINING DATA	FISCAL YEAR 2003	FISCAL YEAR 2004	FISCAL YEAR 2005	FISCAL YEAR 2006	FISCAL YEAR 2007
Percentage of agency's measurable performance targets met for the period (Goal 1, Objective 1)	Review of performance measures criteria and results	TBD	TBD	TBD	TBD	TBD
Percentage of agency staff and budget in the Administration Program compared to total agency positions and budget. (Goal 1, Objective 1)	AASIS Reports	TBD	TBD	TBD	TBD	TBD
Number of current year audit findings issued that were repeated from prior audit (Goal 1, Objective 1)	Legislative Audit Reports	TBD	TBD	TBD	TBD	TBD
Agency information technology budget as a percent of total agency budget (Goal 1, Objective 2)	AASIS Reports	TBD	TBD	TBD	TBD	TBD
Number of proprietary information systems maintained by agency staff or through contractual services (Goal 1, Objective 2)	Organizational chart and contracts	TBD	TBD	TBD	TBD	TBD

# STRATEGIC PLAN

## PHASE I AGENCY REQUIREMENT

<b>Agency Name</b>	Department of Finance and Administration – Division of Revenue – Office of Child Support Enforcement
<b>Program</b>	Child Support Enforcement Services

### PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

DESCRIPTION	METHODS AND SOURCES USED OBTAINING DATA	FISCAL YEAR 2003	FISCAL YEAR 2004	FISCAL YEAR 2005	FISCAL YEAR 2006	FISCAL YEAR 2007
Statewide Paternity Establishment Percentage for IV-D cases in which children were born out of wedlock (Goal 2, Objective 1)	Arkansas Child Support Information System and the Federal OCSE - 157 Report	65%	67%	69%	72%	75%
Statewide percentage for IV-D cases with support orders established (Goal 2, Objective 1)	Arkansas Child Support Information System and the Federal OCSE – 157 Report	67%	68%	69%	70%	71%
Statewide percentage for IV-D cases with medical enforcement as part of order (Goal 2, Objective 1)	Arkansas Child Support Information System and the Federal OCSE – 157 Report	67%	68%	69%	70%	71%
Statewide percentage for current support collected on IV-D cases with orders. (Goal 2, Objective 1)	Arkansas Child Support Information System and the Federal OCSE – 157 Report	47%	48%	49%	50%	52%

# STRATEGIC PLAN

## PHASE I AGENCY REQUIREMENT

<b>Agency Name</b>	Department of Finance and Administration – Division of Revenue – Office of Child Support Enforcement
<b>Program</b>	Child Support Enforcement Services

### PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

DESCRIPTION	METHODS AND SOURCES USED OBTAINING DATA	FISCAL YEAR 2003	FISCAL YEAR 2004	FISCAL YEAR 2005	FISCAL YEAR 2006	FISCAL YEAR 2007
Statewide percentage for child support arrears collected on IV-D cases with orders.  (Goal 2, Objective 1)	Arkansas Child Support Information System and the Office of Child Support Federal OCSE – 157 Report	55%	56%	57%	58%	60%
Percentage of payments received and distributed by State Disbursement within two business days after receipt, when sufficient information is received to process the payment.  (Goal 2, Objective 2)	Sampling of collections, tracking payments from receipt to disbursement. Source documents would include date-stamped receipt batches, the Child Support Receipting System and child support checks disbursed.	99%	99.5%	99.5%	99.5%	99.5%
Percentage of daily receipts posted and distributed in error.  (Goal 2, Objective 2)	Memos issued to OCSE Collections for payment corrections compared to total payments posted for the period.	0.5%	0.4%	0.3%	0.3%	0.2%
Ratio as to the total amount of child support collected per dollar expended on the program. (Goal 1 and 2, Objective 1)	Arkansas Child Support Information System, Federal Report OCSE 34A and AASIS reports	3% over Fiscal Year 2002	3% over Fiscal Year 2003	3% over Fiscal Year 2004	3% over Fiscal Year 2005	3% over Fiscal Year 2006

# STRATEGIC PLAN

PHASE I | AGENCY REQUIREMENT